

Recognise and assist passengers with additional needs or specific requirements

Overview

This standard is about recognising and responding to passengers who have additional needs or special requirements whilst operating a bus or coach, usually on a commercial route without a pre-booking. This may include passengers who require assistance with physical mobility, those with medical, mental or psychological needs, or those who may be vulnerable. You should be able to offer assistance in line with your organisation's policies and procedures. You should know and understand the requirements of any relevant legislation and codes of practice when providing assistance.

This standard is for transport drivers and operatives and transport operations and maintenance staff.

When you have completed this standard you will be able to demonstrate your understanding of and your ability to:

Recognise and assist passengers with special needs

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Performance criteria

You must be able to:

1. recognise when a passenger has additional needs or specific requirements that require assistance, before you are asked
2. offer assistance promptly and in a way that is polite and considerate
3. treat passengers that require help in a way that promotes good customer service and follows all relevant equality and diversity legislation
4. consider the safety of the passenger who requires assistance, other passengers and yourself when deciding on options for assistance
5. decide on the type and amount of assistance needed, which should be within your ability and responsibility
6. take appropriate action when assistance cannot be provided
7. adhere to relevant legislation and codes of practice when deciding on the help required or requested
8. provide assistance to passengers adhering to relevant legislation and codes of practice in relation to disability, equality and diversity
9. provide assistance promptly and in a way that promotes good customer service
10. follow accepted procedures for giving help to passengers, and keep within the limits of your given ability and responsibility
11. ensure specialist equipment or systems which may assist customers are in working order
12. use specialist equipment or systems as required in line with approved methods
13. confirm that passengers' requirements have been met after providing assistance
14. obtain appropriate advice or help when passengers' requirements cannot be met
15. address passenger conflict or abusive behaviour in accordance with your organisation's procedures

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Knowledge and understanding

You need to know and understand:

1. how to recognise passengers who may require assistance
2. the importance of providing assistance to passengers when necessary to ensure comfort and safety
3. the types of special needs passengers may have and how assistance can be provided to meet those needs when required
4. the requirements of relevant legislation and codes of practice when providing assistance with regard to disability, equality and diversity
5. the limits of your given ability and responsibility when providing assistance to passengers
6. how to communicate with passengers that require assistance, including the adaptation of your communication methods to accommodate additional needs or special requirements of passengers
7. the relevant equal opportunities regulations which must be adhered to and the rights of all passengers to travel in safety and comfort
8. how to use special equipment and systems for providing assistance to passengers with special needs ensuring the safety of the passenger, other passengers and yourself
9. how to communicate with passengers while providing assistance
10. the rights of all passengers to travel in safety and comfort
11. your organisation's procedures which must be followed when you are unable to accommodate a passenger with additional needs or specific requirements

Glossary

Links to EU Directives

The knowledge and understanding requirements in this unit relate to the following objectives of the EU Directive for Driver Training:

Objective 1.5 – Ability to ensure the comfort and safety of your passengers

Organisations using this standard should ensure they are using the most up to date regulatory requirements should the named directives be superseded.

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Developed by	People 1st
Version Number	2
Date Approved	March 2017
Indicative Review Date	April 2022
Validity	Current
Status	Original
Originating Organisation	People 1st
Original URN	PPLPCDV05
Relevant Occupations	Transportation operations and maintenance; Transport Drivers and Operatives
Suite	Passenger Carrying Vehicle Driving (Bus and Coach)
Keywords	passengers, legislation, special needs